

## The College at Brockport: State University of New York Digital Commons @Brockport

---

Library, Information and Technology Services  
Newsletter

Library, Information and Technology Services

---

4-2000

# Information Technology Services Newsletter: Summer 2000

Mary Jo Orzech

*The College at Brockport*, [morzech@brockport.edu](mailto:morzech@brockport.edu)

Follow this and additional works at: [http://digitalcommons.brockport.edu/lits\\_news](http://digitalcommons.brockport.edu/lits_news)



Part of the [Education Commons](#), and the [Library and Information Science Commons](#)

---

### Repository Citation

Orzech, Mary Jo, "Information Technology Services Newsletter: Summer 2000" (2000). *Library, Information and Technology Services Newsletter*. 22.

[http://digitalcommons.brockport.edu/lits\\_news/22](http://digitalcommons.brockport.edu/lits_news/22)

This Book is brought to you for free and open access by the Library, Information and Technology Services at Digital Commons @Brockport. It has been accepted for inclusion in Library, Information and Technology Services Newsletter by an authorized administrator of Digital Commons @Brockport. For more information, please contact [kmeyers@brockport.edu](mailto:kmeyers@brockport.edu).

# Information Technology Services Newsletter

SUNY BROCKPORT

Volume 15, Number 3

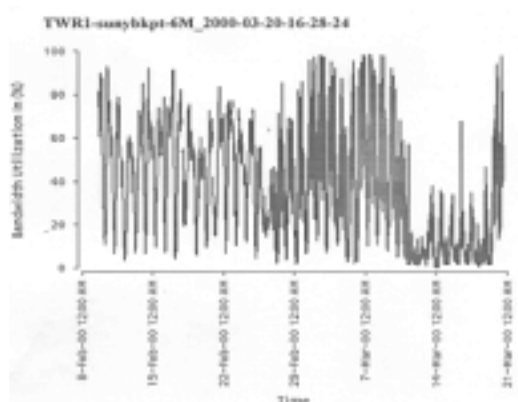
April 2000

## Plan for HelpDesk Implementation

Plans are underway to institute a 'one-stop shopping' phone number for hardware, software and technology-related needs for Fall 2000. The goal is to improve service, streamline operations and enhance customer satisfaction. Remedy software, a widely used standards-based solution has been recommended for the helpdesk. The plan is to install and test the software during the summer for campus wide implementation in the fall. We will keep the campus updated as more details become available.

## T3 upgraded in February

As of February 8, 2000, the campus Internet connection that connects Brockport to the outside world has been upgraded from a dual T1 (3MB) to a fractional T3 (6 MB) line. The increased speed and bandwidth is a significant improvement. See network usage graph. Thanks to D. Strassenburgh, R. Smith and Applied Theory for a smooth implementation.



## Duplex Printing

Paper and printing costs are skyrocketing in the labs. Dailey Hall now has the capability to print double-sided output and is using this as the default for all printing in an effort to hold down costs and save trees. Users can override the default for special purpose printouts by using the print dialog box in the software package. The Metro Center and Drake Library's reference area also support duplex printing. As always, we are interested in your input and feedback.

### CONTENTS

<i>Plan for HelpDesk</i>	<i>1</i>
<i>T3 Upgrade</i>	<i>1</i>
<i>Max Ivey Visit</i>	<i>1</i>
<i>Duplex Printing</i>	<i>1</i>
<i>Hardware/Software Update</i>	<i>2</i>
<i>Computer Skills Update</i>	<i>2</i>
<i>SUNY Learning Network</i>	<i>3</i>
<i>Upcoming/Technology Events</i>	<i>4</i>
<i>Converting MS Office files</i>	<i>5</i>
<i>Ziff-Davis Online Training</i>	<i>6</i>
<i>SUNYLA; Library Databases</i>	<i>7</i>
<i>Employee Internet Guidelines</i>	<i>8</i>
<i>Faculty/Staff Technology Initiative</i>	<i>8</i>
<i>Dailey Hall Workshop Schedule</i>	<i>9</i>
<i>ACS General Information</i>	<i>10</i>

# Hardware/Software Update

## Computer Skills Update

Sixteen students are enrolled in GEP 150 this semester to pilot the Computer Skills one credit course for all incoming freshmen Fall 2000.

This course, taught by Edwina Billings, Computer Skills Coordinator, is designed to prepare students to take the Brockport computer skills exam. The on-line exam tests computer competencies for incoming students to ensure they are familiar with basic technology tools needed for higher level courses.

Departments can build on the basic computer skills by adding more in-depth and specialized modules based on the discipline. To learn more, see: [computerskills.brockport.edu](http://computerskills.brockport.edu) or contact [ebilling@brockport.edu](mailto:ebilling@brockport.edu).

## TopClass Update

Eight instructors are using TopClass course management software to supplement face-to-face instruction this semester.

New enhancements are planned to be added over the summer and include threaded discussions, and other updated features that improve ease of use. If you would like to know more about TopClass, contact Reddy Anugu, ext. 2463, see the web site at [topclass.brockport.edu](http://topclass.brockport.edu) or contact any of the instructors using the software including C. Lending, L. Bassi and R. Ocansey.

## MS Office 2000

ACS is planning to move to Office 2000 for the Fall semester. If you are ordering textbooks, please keep in mind that all campus PC labs that can be upgraded will be running Office 2000 in the fall.

Information regarding upgrading faculty and staff computers to Office 2000 will be available after May 30th by contacting ACS, ext. 2368.

## Mac Software

ACS has purchased a few copies of following software for use in Dailey Hall only:

- Adobe Acrobat4.0
- AppleWorks6.0
- Director 7.0
- Dream Weaver 2.0
- Flash 4.0
- MacLinkPlus Delux
- Mac OS X server

ACS plans to install Mac OS X server during the summer and will also implement QuickTime streaming server in the Fall for limited use. If you are interested in QuickTime streaming, please contact Reddy at ext. 2463.

## Software Licenses

ACS has annual renewable site-licenses for Minitab 13, SPSS ver. 10, and Borland products for campus use. For more information, contact Jeanne at ext. 2452 or send e-mail to [jsaracen@brockport.edu](mailto:jsaracen@brockport.edu).

## New PC Software

ACS has received copies of SPSS10 and Minitab 13. We hope to install these versions in labs that have sufficient RAM and hard disk space during Summer 2000.

## UPS Replaced

The uninterruptible power supply (UPS) located in the server room in Dailey Hall was replaced during Spring break. The UPS protects the Sun, Mac and PC servers from electrical spikes, surges and interruptions of up to 30 minutes. It also permits an orderly shutdown in the event of a power outage. This upgrade will enhance the stability of critical campus computing systems.

Thank you to ACS staff (Brian Volkmar, Ron Prine) and campus electricians (Scott Rodas and Kevin Comden) for their coordination in minimizing downtime for users during this upgrade.

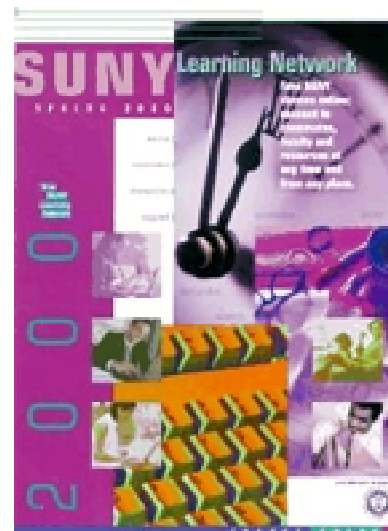


# SUNY Learning Network Update

SUNY Brockport will be joining 42 SUNY campuses across the state in offering a number of on-line Web-based courses via the SUNY Learning Network (SLN) during Fall 2000. In preparation for fall offerings, instructors will be involved in orientation, training sessions and course preparation this spring and summer to develop their on-line course content. Brockport plans to offer five courses on the SUNY Learning Network for Fall 2000. They are:

<b><u>Course</u></b>	<b><u>Title</u></b>	<b><u>Instructor</u></b>
BUS 366.61 (3 credits)	Organizational Behavior	Susan Stites-Doe
CPS 101.61 (3 credits)	Intro. to Computational Science	Osman Yasar
GEP 395.61 (1 credit)	Internet Research	Mark Anderson
PAD 681.63 (3 credits)	Organizational Management	Ann Altmeyer
PAD 687.63/64 (3 credits)	Statistics for Managers	Edward Downey

These faculty are attending regional workshops for new SLN instructors at Monroe Community College in April, June, and July. For more information or to receive the SLN catalog, contact Karen Schuhle-Williams (Academic Access and Outreach) ext. 5724 or see: <http://sln.suny.edu/sln>



## Frequently Asked Questions:

***Q. One of my advisees wants to take a course on SUNY Learning Network. Where should I direct them?***

A. Refer them to [sln.suny.edu/sln](http://sln.suny.edu/sln), “Getting Started” for students and remind them that all transferred credits must be approved for their program of study.

***Q. Can SLN supplement existing face-to-face instructor-led campus courses?***

A. No. Try TopClass if you want to use an on-line course management system as part of an existing course. SLN is designed as a totally asynchronous learning environment. Students can be from around the world and will probably never meet ‘on-campus’.

*Q. I'm interested, but concerned about academic integrity in an on-line course. Do you have any advice for testing?*

A. Testing and student assessment in general requires a thoughtful approach. For more information on this and other instructional design issues see: the Faculty Developer Gateway at:

<http://sln.suny.edu/sln>

***Q. Who is available at Brockport for more information?***

A. Local resources include:

Karen Schuhle-Williams - general administrative issues, ext. 5724

Rick Iuli - pedagogy issues, ext. 5088

Mary Jo Orzech - technical issues, ext. 2368

We will try to keep the campus informed about this new initiative as additional information and details are available. For updates, please visit <http://www.acs.brockport.edu/sln/index.html>

# Technology Events

## Upcoming Events:

### SUNY CIT 2000

Conference on Instructional Technologies (CIT) is being held at University of Buffalo May 30 - June 1. See: <http://cit.suny.edu> for registration.

Colleen Donaldson and Alice Crume (CMC faculty) are among the Brockport presenters at this year's conference. Colleen has been invited to repeat her standing-room only presentation from CIT97 on seeking technology grants. Dr. Crume is participating in a panel on "Experiential Learning: Partnering the Web into the Classroom" where she will be discussing computer applications in the Communications internship program.

### Apple at Syracuse

Apple Computer, Inc. invites you to attend a special briefing on the 'Digital Economy and Implications for Teacher Preparation'

Agenda includes: case studies by leading colleges of education; teacher competencies & effective use of technology; faculty development & curriculum integration models; realizing the potential of on-line learning communities; hands-on exploration: the power of digital technology & wireless collaboration.

Date: Wednesday, May 4

Location: Syracuse University

Time: 8:30AM - 4:00PM

Detailed itinerary and directions will be provided with confirmation. To RSVP, call 1-800-800-2775 (Option # 4).

### SUNY Conversations in the Disciplines

Computational Science has received an award to host "The Evaluation of Computational Science" during the Summer 2000 for faculty, staff, and students. For more information, please contact [rtuzen@brockport.edu](mailto:rtuzen@brockport.edu)

### Morrisville Unplugged Conference

On April 6 and 7, a team from Brockport attended a two day conference to learn how SUNY Morrisville and the other UCT school are implementing a laptop campus where students must buy a laptop. Among the Brockport attendees were: Max Ivey, Rick Smith, Bill Todd, Mark Anderson, and Paul Tracy.

### Scholars Day Presentations

A number of technology and computing related sessions were among the 100+ academic presentations scheduled at this year's Scholar's Day, April 5th. Among them were:

**Bill Todd and Ron Prine** - Practicing Safe Computing: How to keep unwanted guests out of your system

**Vera Earnest-Stewart** - Object-Oriented Artificial Intelligence programming using Java

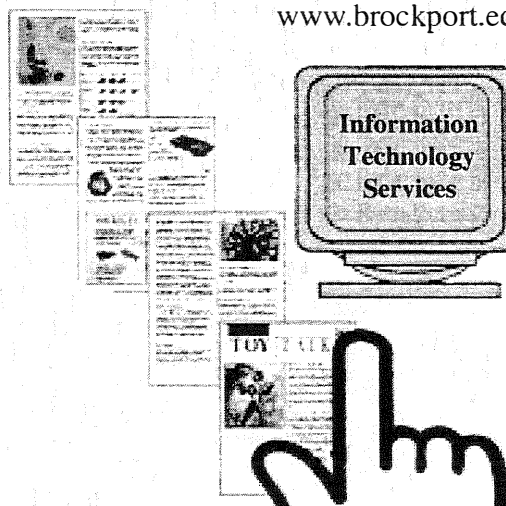
**T. M. Rao-Haskell** - A new functional programming language

**Sam Chan, Timothy Cutler, Daniel Lang, and Thomas Pawlaczyk** - Information Technology: Past, Present and Future

**Lynae Sakshaug** - The role of electronic journals in enhancing discourse in teacher education.

.....

[www.brockport.edu](http://www.brockport.edu)



## Where are they now?

**Julie Wash** has accepted a position as distance learning librarian at Monroe Community College. Among other duties, she will be working with MCC's SUNY Learning Network initiative.

**Bonnie Park** (Brockport alum) now heads a telecommunications unit for the Charlotte, NC branch of Bank of America. Bonnie worked for many years as the Manager of Telecommunications at Brockport. Her e-mail address is: [bonnie.park@bankofamerica.com](mailto:bonnie.park@bankofamerica.com)

**Tony Harkin** (Brockport alum) will earn his Ph.D. this spring in applied mathematics from Boston University. Tony has been exploring possible post doc and/or teaching opportunities. His web site is: [www.math.bu.edu/people/harkin](http://www.math.bu.edu/people/harkin)

**Jesse Peterson**, ('97 alum) Jesse developed his technical and customer service skills as a student supervisor in Dailey. After working at computer centers at Harkwick College and SUNY Oneonta, he is currently providing user support for Thomas Weisel Partners, a merchant bank, on Park Avenue in New York City.

**Tom Kandris**, who worked in Dailey as a special student assistant until this past December, has accepted a position as PC administrator for Eastman Savings and Loan. He will be providing services for the companies 19 branches.

**David Leach**, a Unix special assistant and Dailey supervisor, who graduated last December, is now UNIX administrator for Bell Atlantic Mobile.

.....

ACS has openings for student staff next year. If you would like to gain practical computing experience, please complete the on-line form at <http://www.acs.brockport.edu/application.html> You do not need to be a computer science major to apply.

## Moving between Microsoft Office97 and Office 2000

Files created and saved with Office97 versions of Word, PowerPoint, and Excel can be opened without any problem by the same program in Office2000.



There is also no problem with opening files saved in Office 2000

Word, PowerPoint, and Excel in their Office 97 versions. No special conversion steps are needed for these three programs.

However, MS Access 2000 will **not** open in Access 97. You must export your data in order to use it in 97. Below are instructions for converting Access 2000 to Access97.

When opening an Access 97 file in Access 2000 you will be prompted to Convert/Open the Database:

**Convert Database** - Select this option if you are not sharing the file with others. You will not be able to open the database with previous versions after you choose this option.

**Open Database** - Select this option if you are sharing the file with others using the previous version of MS Access. You will still be able to use the database with previous versions. In Access 2000, you will be able to view all objects, but will not be able to change the design of any object.

## Faculty/Staff Directory

The on-line version of the SUNY Brockport Faculty/Staff directory can be found at:

<http://www.brockport.edu/~hr/directry.htm>

For just the alphabetical Faculty/Staff phone directory it can be found at:

<http://www.brockport.edu/~hr/ndir.htm>

You may find bookmarking these sites helpful. Corrections/updated information should be sent to [mhill@brockport.edu](mailto:mhill@brockport.edu)



## Grant Update

PTT - Preparing Tomorrow's Teachers to Use Technology in Upstate New York is a federally funded grant from the US Department of Education, awarded to M. Beers (Education and Human Development - Grant Director) in collaboration with Genesee Community College and Medina School district. The grant is designed to improve and enhance technology in the classroom and enables teacher training sessions. The grant funded a new Dell Web server, housed in Academic Computing Services to help faculty in publishing their course syllabus information to the web. The PTT web site is <http://pt3.acs.brockport.edu>

## Web Sites

### Departmental Sites

Administrative Computing houses most of the official College Web pages, including individual departmental sites, as well as general "top-level" pages. Individual departments are responsible for creating and maintaining their own pages, with the Web manager available for assistance and training. For more information send e-mail to [webmaste@brockport.edu](mailto:webmaste@brockport.edu)

### Personal Pages

Academic Computing houses most of the personal Web pages, including faculty, staff, and students. If you need assistance, please contact ACS at ext. 2368

## Spring Ziff-Davis Training

Twenty-five faculty and staff are participating in a unique Ziff-Davis training initiative this semester. "Learning On-line for a better Brockport" attendees are learning Intro to Windows 95, Word 97 and Netscape via Ziff-Davis course content delivered over the web.

Those who complete all of the course modules are eligible to win a \$25 BASC debit card in May. This program is sponsored by the College Technology Council Staffing and Training Committee, Karen Schuhle-Williams, chair. If you are interested in using the self-paced ZD material yourself, contact Edwina Billings, ext. 2666 or send email to [ebilling@brockport.edu](mailto:ebilling@brockport.edu)

## Ziff-Davis Manuals

Faculty, staff and students who are interested in ordering a copy of Ziff-Davis manuals for personal use can contact Shelby Rindahl ([shelby\\_rindahl@zd.com](mailto:shelby_rindahl@zd.com), 240-7627) or Kristin McMullen ([kristen\\_mcmullen@zd.com](mailto:kristen_mcmullen@zd.com), 240-7718). The list price of the books is \$21, but they are available to members of the college community for \$17. Payment by credit card only; bills (in this case, receipt) will go directly to users. Feedback on these materials to ACS is appreciated.

See ZD webwebsite: [www.zdeducation.com](http://www.zdeducation.com) for list of courseware titles.

---

## Obvia Authentication Software at Drake Library

The library has been working with a company named Obvia to set up an authentication service. This service now allows Brockport students, staff and faculty to access all the library's online databases from off-campus by simply providing their Brockport email username and password. This greatly expands the access to the library's online resources, since in the past only a few of the online databases were available and required different passwords and protocols.

The authentication service started late February 2000 and has received rave reviews from faculty and staff. To access the off-campus login site, go to <http://208.34.222.248/bin/rdas.dll/logon>

Many thanks are due to Ron Prine in Academic Computing Services for his work on this project. For more information about authentication, contact Charlie Cowling at 395-5667 or

---



## Looking Back, Looking Forward: Bridging the Millennia

The 32<sup>nd</sup> annual SUNYLA conference will be held at SUNY Brockport Wednesday, June 21 - Friday, June 23. For more information, see: <http://www.acsu.buffalo.edu/~hmunger/sunyla.html>

Clifford Lynch, Executive Director of the Coalition for Networked Information (CNI) is expected to be the keynote speaker for this exciting event that will bring SUNY librarians and information professionals from across the state to Brockport.

Presentations include:

- Changing of the Guard: Who are these Gen-X Librarians?
- Impact of Use Studies on Serials and Reference
- Who wants to be a Librarianaire?

## Library Databases

The library is pleased to announce the return of the EBSCO database, which has been unavailable since January. The addition of EBSCO brings with it some new features. Included in EBSCO are six specific database areas.

Academic Search Elite provides information of a wide range of academic areas including business, social sciences, humanities, general academic, general science, education and multicultural. The database features full text for over 1,200 journals with many dating back to 1990 and abstracts and indexing for over 3,000 scholarly journals.

Business Source Premier is a comprehensive periodical database that includes scholarly journal and business periodicals covering topics such as management, economics, finance, accounting, international business and more. The database provides indexing and abstracting for nearly 2,000 business journals and cumulative full text for nearly 1,300 journals dating back to 1990.

Clinical Reference Systems offers thousands of essays, many with images, covering eight major health related subjects including adult health, behavioral health, cardiology, drug and medication

information, pediatric health, senior health, women's health and sports medicine.

Health Source Plus provides full text coverage of over 255 periodicals covering nutrition, exercise, medical self-care, drugs and alcohol and more. In addition, it provides full text for over 1,065 pamphlets and 23 books. Its coverage goes as far back as 1984.

USP DI Volume II, Advice for the Patient provides patient-oriented drug information in lay language. Also included are pronunciations of drugs and special considerations such as age, allergies, pregnancy, and breast-feeding.

Newspaper Source provides selected full text for 143 U.S. and international newspapers including the Christian Science Monitor, the New York Daily News, the Chicago Tribune, the Miami Herald and the San Jose Mercury News.

All these databases can be accessed through EBSCO, from the library's On-line Indexes page. At this time, EBSCO is only available on-campus. For help searching EBSCO, visit or call the reference desk at 395-2760.

---by Jennifer Quigley



# Napster

## Rumor:

Was the Web site/application Napster that students use to download/upload MP3 files banned from the campus network?

## Response:

Napster sites are basically Web sites that offer users the ability to download MP3 files (mostly music), which can be enormous. The downloading of such files eats up 30-50% of the College's bandwidth, which the College has to pay for. Also there is the issue of copyright infringement. The music industry doesn't take too kindly to this process -- it's basically a form of piracy. Therefore, according to Dave Strassenburgh, Administrative Computing, "Napster sites have been blocked from access until further investigation of the problems associated with wide usage" of such sites.

*(Reprinted from:*

*www.brockport.edu/rumors/graveyard.asp; Posted: 3/3/2000)*

## Laptop Lane

Dailey Hall now has four ethernet drops designated for walk-in laptop network connection on the second floor open access area. You will need an ethernet network card in your laptop before you can access the campus network. For more information, please contact ACS ext. 2368.

# Employee Internet policy

This semester, a number of policies related to acceptable use of campus technology are being reviewed including employee guidelines being drafted by Human Resources. Most items are common sense and intended to protect faculty, staff, students and the College. Reminders are timely to encourage a safe technology environment for all:

- change your password frequently, use a combination of letters and numbers, don't leave passwords (or other confidential information) where others can find them.
- regularly clean out old files (both on-line or paper).
- clean out your cache, bookmarks, etc. to improve efficiency and effectiveness.
- delete old mail, particularly personal mail, remember that e-mail is neither private nor secure, don't keep anything you would be embarrassed to have published on the front page of the newspaper. Computer games, audio files etc. take up a lot of disk space and are usually not job-related.

There are no computer police on campus, but remember that the same laws that apply in the real world related to harassment, pornography, stalking, theft of goods, services or identity, etc. are applicable in cyberspace as well.

## Faculty/Staff Technology Support Initiative

This spring, a new faculty/staff technology support program has been initiated to help with technology support needs. The \$50,000 pool, allocated by the College Technology Council, will be administered by a Grant Review Committee headed by Rick Iuli, Director of the Center for Excellence in Learning and Teaching. Expanding on the ETI program from previous years, the current round requires a 10% match from the sponsoring department. Thirty proposals were submitted and over sixteen (16) are being recommended for funding beginning July 1, 2000. Request for proposals for the next round of this program will be distributed in the fall.

# Computer Sessions Opportunities in May

## Option A: Brockport's Best (provided by Academic Computing Services)

### Monday, May 15

9:00 am - 12:00 pm

### Intermediate Word 97 - Part I

Tables, styles, & templates.

### Tuesday, May 16

1:00 pm - 4:00 pm

### Intermediate Word 97 - Part II

Merging, macros, columns. (Priority seating for those who completed Part I in March.)

### Wednesday, May 17

9:00 am - 12:00 pm

### Intro to Excel (Worksheets) - Part I

Entering data and navigating in a worksheet, modifying a work book, moving and copying data.

### Thursday, May 18

1:00 pm - 4:00 pm

### Intro to Excel (Worksheets) - Part II

Formatting and printing a worksheet, the workbook environment. (priority seating for those who completed Part I in March)

### Friday, May 19

9:00 am - 12:00 pm

### Intro to Access - Part II

(Priority seating for those who completed Part I in March.)

### Monday, May 22

9:00 am - 12:00 pm

### Intro to Powerpoint - Part I

Creating a presentation, drawing tools, clip art, and word art.

### Tuesday, May 23

1:00 pm - 4:00 pm

### Intro to Powerpoint - Part II

Organization charts, Microsoft graph templates and slide master, slideshows and presentation options. (Priority seating for those who completed Part I in March.)

All sessions will be held in Dailey Computing Center. Registration for faculty and staff is limited to 25. Submit your registration form on-line at [www.acs.brockport.edu/workshop-reg.htm](http://www.acs.brockport.edu/workshop-reg.htm) or send e-mail to: [tloscomb@brockport.edu](mailto:tloscomb@brockport.edu)

## Option B: CIT at the University of Buffalo

Those who prefer the opportunity to get out of town after Commencement may be interested in attending the Conference on Instructional Technologies (CIT) being held at University of Buffalo, May 30th - June 1st. This year's theme is "New Partners/New Possibilities". The cost is reasonable, company is excellent and opportunity to mingle with other faculty is outstanding. Conference brochures are available at Academic Computing Services or on the web at:

<http://cit.suny.edu>



**Information Technology Services (ITS) consists of Academic Computing Services, Administrative Computing Services, Drake Library, Media Services, and Technical Services. For contact information, please see: <http://www.brockport.edu/tech.htm>**

## ACS Professional Staff

### Orzech, Mary Jo, Director

Office: 217 Dailey Hall; Phone: 395-2368  
E-Mail: [morzech@brockport.edu](mailto:morzech@brockport.edu)  
Planning, development, software training, troubleshooting and support.

### Loscombe, Tammy, Secretary

Office: 216 Dailey Hall; Phone: 395-2368  
E-Mail: [tloscomb@brockport.edu](mailto:tloscomb@brockport.edu)  
General information; registering for ACS workshops.

### Anugu, Reddy, User Services Coordinator

Office: 207 Dailey Hall; Phone: 395-2463  
E-Mail: [ranugu@brockport.edu](mailto:ranugu@brockport.edu)  
Macintosh systems, WindowsNT, TopClass, multimedia, SHEL Lab, SPSS, ACS web page, and training.

### Parsons, Anne, Computer Resources Manager

Office: 204 Dailey Hall; Phone: 395-5470  
E-Mail: [aparsons@brockport.edu](mailto:aparsons@brockport.edu)  
Classroom scheduling; hiring, training, scheduling and supervising student staff.

### Prine, Ron, Unix System Administrator

Office: 113 Dailey Hall; Phone: 395-2624  
E-Mail: [rprine@brockport.edu](mailto:rprine@brockport.edu)  
E-Mail, listservs, UNIX admin, Mathematica, and E-Mail system security.

### Saraceni, Jeanne, Software Support Specialist

Office: 208 Dailey Hall; Phone: 395-2452  
E-Mail: [jsaracen@brockport.edu](mailto:jsaracen@brockport.edu)  
Software licensing, distribution and installation, software training and support.

### Todd, William, Satellite Lab Coordinator

Office: B8E Cooper Hall; Phone: 395-5593  
E-Mail: [wtodd@brockport.edu](mailto:wtodd@brockport.edu)  
Hardware/software campus lab maintenance, training, satellite lab network and system admin.

### Volkmar, Brian, Systems/Operations Manager

Office: 127 Dailey Hall; Phone: 395-2417  
E-Mail: [bvolkmar@brockport.edu](mailto:bvolkmar@brockport.edu)  
Hardware/software/network configuration (Novell) in Dailey; RISC 6000 for Dynix; backup and PC system security.

## Hours of Operation

Monday - Thursday	8:00 am - 1:00 am
Friday	8:00 am - 9:00 pm
Saturday	10:00 am - 9:00 pm
Sunday	1:00 pm - 1:00 am

## Telephone Numbers

Dailey Hall Supervisor's Desk	395-2247
ACS Status Phone	395-2390
Technology Hot Line	395-2121
Campus Information	395-2211
Dial-in	395-2180
Fax	395-2399

## Computer Labs in Dailey

202 PC Teaching Classroom (32 stations)  
203 PC Teaching Classroom (32 stations)  
205 PC Teaching Classroom (40 stations)  
211 Software Hardware Evaluation Lab  
212 Sun Lab (30 stations)  
213 Computer Skills Testing (30 stations)

## On-Line Forms @ ACS Web Site

- Resource Request Form  
<http://www.acs.brockport.edu/request.html>
- TopClass Account Request Form  
<http://frontpage.brockport.edu/tcform.htm>
- Faculty/Staff Account Form  
<http://www.acs.brockport.edu/facacct.html>
- Student Employment Application Form  
<http://www.acs.brockport.edu/application.html>
- Workshop Registration Form  
<http://www.acs.brockport.edu/survey.html>
- Workshop Evaluation Form  
<http://www.acs.brockport.edu/evaluation.html>

Information Technology Services newsletter is published three times a year by ITS, State University of New York, College at Brockport. Contributions and suggestions in any form (Voice, Fax, Mail, or E-mail) are welcome and should be addressed to User Services Coordinator, Academic Computing Services, Dailey Hall.